

CM-6: Percent of Software Errors Corrected in X (10, 30, 45) Business Days

Business Days

Definition

Measures whether CLECs receive timely correction of BellSouth software defects, which occur when: (1) the interface is not working in accordance with the BellSouth baseline user requirements or the business rules that BellSouth has published or otherwise provided to the CLECs; or (2) the functional requirements agreed upon by BellSouth and the CLECs result in inoperable functionality, even though software user requirements and business rules match.

Exclusions

- Software Corrections with implementation intervals that are longer than those defined in this measure that have been agreed upon by the CLECs.
- Rejected or reclassified software errors (BellSouth must report the number of rejected or reclassified software errors disputed by the CLECs)

Business Rules

This metric is designed to measure BellSouth's performance in correcting identified Software Errors within the specified interval. The clock starts when a Software Error validation is due to the CLEC per the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html. The clock stops when the error is corrected and notice is posted to the Change Control Website.

Calculation

Percent of software Errors Corrected in X (10, 30, 45) Business Days = $(a \div b) \times 100$

- a = Total number of Software Errors corrected where "X" = 10, 30, or 45 business days.
- b = Total number of Software Errors requiring correction where "X" = 10, 30, or 45 business days.

Report Structure

- High Impact = 10 Business Days
- Medium Impact = 30 Business Days
- Low Impact = 45 Business Days

Data Retained

- Report Period
- Total Completed
- Total Completed Within X Business Days
- Disputed Rejected or Reclassified Software Errors

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• 95% within interval

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• 222Region	• 95% within interval

CM-7: Percent of Change Requests Accepted or Rejected Within 10 days

Definition

Measures the percent of Change Requests (other than Type 1 or Type 6 Change Requests) submitted by CLECs that are Accepted or Rejected by BellSouth in 10 business days within the report period.

Exclusions

- Change Requests that are canceled or withdrawn before a response from BellSouth is due.

Business Rules

The acceptance/rejection interval starts when the acknowledgement is due to the CLEC per the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html. The clock ends when BellSouth issues an acceptance or rejection notice to the CLEC.

Calculation

Percent of Change Requests Accepted or Rejected within 10 Business Days = $(a \div b) \times 100$

- a = Total number of Change Requests accepted or rejected within 10 business days.
- b = Total number of Change Requests submitted in the reporting period.

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Requests Accepted or Rejected
- Total Requests

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• 22295% Within Interval

SEEM Measure

SEEM Measure		
YesNo	Tier I	
	Tier II	X222
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Region222	• 22295% Within Interval

CM-8: Percent Change Requests Rejected

Definition

Measures the percent of Change Requests (other than Type 1 or Type 6 Change Requests) submitted by CLECs that are rejected based on the reasons specified per the Change Control Process within the report period.

Exclusions

- Change Requests that are cancelled or withdrawn by CLEC before a response from BellSouth is due.

Business Rules

This metric includes any rejected change requests in the reporting period, regardless of whether received early or late. The metric will be disaggregated by major categories of rejections per the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markers/lec/ccp_live/index.html. These reasons are: Cost, Technical Feasibility, and Industry Direction.

Calculation

$$\text{Percent Change Requests Rejected} = (a \div b) \times 100$$

- a = Total number of Change Requests rejected.
- b = Total number of Change Requests submitted within the report period.

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Requests Rejected
- Total Requests

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
<ul style="list-style-type: none"> Region Reason - Cost Reason - Technical Feasibility Reason - Industry Direction 	<ul style="list-style-type: none"> Diagnostic

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
Not Applicable	Not Applicable

Section 12: Bona Fide / New Business Request Process

BFR-1: Percentage of BFR/NBR Requests Processed Within 30 Business Days

Definition

Percentage of Bona Fide/New Business Requests processed within 30 business days for the development and purchases of network elements not currently offered.

Exclusions

Any application cancelled by the CLEC

Business Rules

The clock starts when BellSouth receives a complete and accurate application. The clock stops when BellSouth completes application processing for Network Elements that are not operational at the time of the request.

Calculation

Percentage of BFR/NBR Requests Processed Within 30 Business Days = $(a \div b) \times 100$

- a = Count of number of requests processed within 30 days
- b = Total number of requests

Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

Data Retained

- Report period
- Aggregate data

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Region	• 90% ≤ 30 business days

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

BFR-2: Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10/30/60) Business Days

Definition

Percentage of quotes provided in response to Bona Fide/New Business Requests within X (10/30/60) business days for network elements not currently offered.

Exclusions

Requests that are subject to pending arbitration

Business Rules

The clock starts when BellSouth receives a complete and accurate application. The clock stops when BellSouth responds back to the application with a price quote.

Calculation

Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10/30/60) Business Days = $(a \div b) \times 100$

- a = Count of number of requests processed within "X" days
- b = Total number of requests
- where "X" = 10, 30, or 60 days

Report Structure

- New Network Elements that are operational at the time of the request
- New Network Elements that are ordered by the FCC
- New Network Elements that are not operational at the time of the request

Data Retained

- Report period
- Aggregate data

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
Region	<ul style="list-style-type: none"> 90% ≤ 10/30/60 business days Network Elements that are operational at the time of the request – 10 days Network Elements that are Ordered by the FCC – 30 days New Network Elements – 960 days

SEEM Measure

SEEM Measure	Tier I	Tier II	Tier III
No			

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
Not Applicable	Not Applicable

Section 13: Special Access

SA 1: Provisioning On Time Performance – Met Commitments (Pre-Ordering/Ordering)

Definition

This metric measures the Percent of Orders completed as verified by TWTC on or before the first confirmed customer desired due date, or a subsequent TWTC initiated and verified change in the order due date.

Exclusions

- ILEC Test Orders
- Disconnect Orders
- ILEC Administrative Orders
- Record Orders
- Orders that are not complete. (Orders are included in the month that they are completed)

Business Rules

The percent of orders completed on or before the Customer Desired Due Date. A requested change in order due date is communicated by a supplemental issue of the ASR ("SUPP").

Calculation

Numerator

Number of Orders where the Order completion date is on or before the customer desired due date.

Denominator

Number of orders completed for product group.

Report Structure

Report By

- CLEC/TWTC Specific
- ILEC Retail
- ILEC Affiliate (if applicable)
- CLEC Aggregate

Data Retention

<u>Relating to the CLEC Experience</u>	<u>Relating to Bell South Performance</u>
• Report Month	• Report Month

• Order Submission Date	• State and Region
• Committed Due Date	
• Service Type	
• State and Region	

SQM Disaggregation – Benchmark

<u>SQM Level of Disaggregation</u>	<u>SQM Benchmark</u>
• DS0	• > 96%
• DS1	• > 96%
• DS3	• > 96%
• OC0	• > 96%

SA-2A: Order Confirmation Timeliness (Pre-Ordering/Ordering)
2AA: % On Time FOC

Definition

The design measures the percentage of ILEC Firm Order Confirmation (FOC), including electronic facility checks, within the specified timeframes.

Exclusions:

- ILEC Test Orders.
- Weekend and holiday hours (other than flow-through).
- Weekend hours (Midnight Friday through Midnight Sunday).
- Holiday hours (Midnight of the business day preceding the holiday to Midnight of the holiday).

Business Rules

The amount of elapsed time in business days between ILEC receipt of a clean Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC), with electronic facility checks to TWTC. Measures percentage on time FOCs returned to TWTC.

*Note: The received date is restarted for rejected orders, and for each SUPP to change address, connecting facility assignment (CFA), or anything that materially affects the design of the circuit.

Calculation

Numerator

Number of electronic or manual ASRs with electronic facility checks, sent where confirmation date and time minus received date and time is less than standard for specified product.

Denominator

Total number of electronic or manual ASRs with electronic facility checks confirmed in measurement month.

Report Structure

Report by

- CLEC/TWTC Specific
- ILEC Affiliate (if applicable)
- CLIC Aggregate
- By appropriate ordering center
- State and Regional

Data Retained

Relating to CLEC Experience	Relating to Bell South Performance
• Report Month	• Not Applicable
• Interval for FOC	
• Total Number of ASRs	
• State and Region	

SQM Disaggregation – Benchmark

SQM Level of Disaggregation	Benchmark
• DS0	• Electronically submitted or Manually submitted Orders with electronic facility checks: 95% w/I 48 hours.
• DS1	• Electronically submitted or Manually submitted Orders with electronic facility checks: 95% w/I 48 hours.
• DS2	• Electronically submitted or Manually submitted Orders with electronic facility checks: 95% w/I 48 hours.
• C(x)	• Electronically submitted or Manually submitted Orders with electronic facility checks: 95% w/I 48 hours.

SA-2B: Design Layout Record (DLR) Timeliness**2BB:** _____ %**On Time Design Layout Record (DLR)****2BB: On Time DLR****Definition**

The metric measures the delivery of a Design Layout Record (DLR), within the specified timeframes.

Exclusions

- TWTC LEC Specific
- LEC Affiliate (if applicable)
- LEC Aggregate

Business Rules

Measures percentage on time DLRs returned to TWTC within the timeframe defined by the service order interval.

*Note: The received date is restarted for rejected orders, and for each SUPP to address, connecting facility assignment (CFA), or anything that materially affects the design of the circuit.

Calculation**Numerator****Number of DLRs completed on or before system driven DLR Delivery Date.****Denominator****Number of DLRs due in a month.****Report Structure****Report By:**

- CLECTWTC Specific
- LEC Affiliate (if applicable)
- LEC Aggregate
- By appropriate Ordering Center
- State Level

Data Retained

<u>Relating to the CLEC Experience</u>	<u>Relating to Bell South Performance</u>
• <u>Report Month</u>	• <u>Report Month</u>
• <u>Committed Due Date</u>	• <u>Service Interval</u>
• <u>Service Interval</u>	
• <u>SUPP Orders</u>	

SQM Disaggregation – Benchmark

<u>SQM Level of Disaggregation</u>	<u>SQM Benchmark</u>
• <u>DS0</u>	<u>DLR delivery target is dependent upon the service interval and assumes TWTC has populated the DRC field on the ASR</u>
• <u>DS1</u>	<u>DLR delivery target is dependent upon the service interval and assumes TWTC has populated the DRC field on the ASR</u>
• <u>DS2</u>	<u>DLR delivery target is dependent upon the service interval and assumes TWTC has populated the DRC field on the ASR</u>
• <u>OC(x)</u>	<u>DLR delivery target is dependent upon the service interval and assumes TWTC has populated the DRC field on the ASR</u>

SA-3 Reject/Query Timeliness (Pre-Ordering/Ordering)Definition:

Reject/Query Timeliness measures the time from ILEC receipt of TWTC ASR to the return of a reject/order clarification.

Exclusions:

- ILEC Test Orders
- Duplicate Reject/Queries
- Weekend and holiday hours (other than flow-through).
- Weekend hours (Midnight Friday through Midnight Sunday).
- Holiday hours (Midnight of the business day preceding the holiday to Midnight of the Holiday).

Business Rules

The amount of elapsed time (in hours and minutes) between receipt of an ASR and distribution of an ASR reject/query.

CalculatorNumerator

Number of electronic or faxed rejects/queries sent where reject date and time minus the submission date and time is within the standard for the specified product.

Denominator

Total number of ASRs electronically or faxed submitted rejected/queried for a specified product.

Report StructureReport By:

- TWTC/LEC Specific
- ILEC Affiliate (if applicable)
- CLIC Aggregate
- State and Regional
- By appropriate ordering center

Data Returned:

Relating to the CLEC Experience	Relating to Bell South Performance
• Report Month	• Not Applicable
• Total number of rejects	
• Committed Due Date	
• Total number of ASRs	
• State and Region	
• Reject Interval	

SQM Disaggregation Benchmark

SQM Level of Disaggregation	Benchmark
• DS0	• Electronically or Manually Submitted Orders: 95% w/I 24 hours
• DS1	• Electronically or Manually Submitted Orders: 95% w/I 24 hours • Electronically or Manually Submitted Orders: 95% w/I 24 hours • Electronically or Manually Submitted Orders: 5% w/I 24 hours
• DS2	• Electronically or Manually Submitted Orders: 95% w/I 24 hours
• OC(X)	• Electronically or Manually Submitted Orders: 95% w/I 24 hours

SA-4 Installation Quality (Provisioning)

Definition

This metric measures the percent of new TWTC circuits installed by ILEC where a reported trouble was found in the network within 30 days of order completion. Includes Test OK and Found OK trouble disposition codes.

Exclusions

- Troubles closed due to customer action.
- Troubles reported by ILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- Customer Premises Equipment (CPE) troubles verified by the customer.
- Independent Company Circuits.

Business Rules

Includes trouble reports received on the same day or the day following ILEC completion of TWTC's order within 30 calendar days of order completion. Data is captured by product type.

Calculation

Numerator

Number of trouble reports on circuits installed within 30 days of trouble report.

Denominator

Total circuits installed in calendar month.

Report Structure

Report By:

- TWTC/LEC Specific
- ILEC Affiliate (if applicable)
- CLEC Aggregate
- ILEC Aggregate
- Dispatch/No Dispatch
- ILEC Total

Data Retention

<u>Relating to the CLEC Experience</u>	<u>Relating to Bell South Performance</u>
• <u>Report Month</u>	• <u>Report Month</u>
• <u>CLEC Order Number and PON</u>	• <u>Bell South Order Number</u>

• Status Type	• Order Submission Date
• Status Notice Date	• Order Submission Time
• Standard Order Activity	• Status Type
• Geographic Scope	• Status Notice Date
Relating to the CLEC Experience	Relating to Bell South Performance
• Order Submission Time	• Order Submission Time
• Geographic Scope	• Geographic Scope

SQM Disaggregation – Benchmark

SQM Level of Disaggregation	SQM Benchmark
• DSU	< 1.0 trouble reports w/ 30 days per 100 circuits installed during the reporting calendar month by product type (1% or less)
• DSL	< 1.0 trouble reports w/ 30 days per 100 circuits installed during the reporting calendar month by product type (1% or less)
• DS	< 1.0 trouble reports w/ 30 days per 100 circuits installed during the reporting calendar month by product type (1% or less)
• OC(x)	< 1.0 trouble reports w/ 30 days per 100 circuits installed during the reporting calendar month by product type (1% or less)

SA-5. Percent Missed Customer Desired Due Dates (CDDD) Due to a Lack of Facilities (Provisioning)Definition

This metric measures the percent of missed CDDDs due to ILEC placing the order in Pending Facility (PF) status.

Exclusions

- ILEC Test Orders
- Disconnected Orders
- ILEC Administrative Orders
- Record Orders
- Orders that are not complete. (Orders are included in the month that they are completed).

Business Rules

The percent of total monthly Orders that are placed in PF status as a result of no facilities. An order that receives a jeopardy code associated with PF status that results in a missed CDDD.

CalculatorNumerator

Number of FOC'd or dispatched orders placed in PF status due to lack of ILEC facilities that result in a missed CDDD.

Denominator

Number of FOC'd or dispatched orders completed for the product group.

Report StructureReport By

- TWTCLEC Specific
- ILEC Affiliate (if applicable)
- CLEC Aggregate
- ILEC Retail
- State Level

Data Returned

<u>Relating to the CLEC Experience</u>	<u>Relating to Bell South Performance</u>
• <u>Report Month</u>	• <u>Report Month</u>
• <u>CLIC order Number and PON</u>	• <u>CLEC order Number and PON</u>
• <u>Status Type</u>	• <u>Status Type</u>
• <u>Committed Due Date</u>	• <u>Committed Due Date</u>

• Geographic Scope

• Geographic Scope

SQM Disaggregation – Benchmark

SQM Level of Disaggregation	SQM Benchmark
• OSU	Not more than 2% of total monthly orders placed in Pending Facility (PF) status for 5 days or longer.
• OS1	Not more than 2% of total monthly orders placed in Pending Facility (PF) status for 5 days or longer.
• OS2	Not more than 2% of total monthly orders placed in Pending Facility (PF) status for 5 days or longer.
• OC(X)	Not more than 2% of total monthly orders placed in Pending Facility (PF) status for 5 days or longer.

SA-6. Trouble Duration Intervals-MTTR (Maintenance & Repair)

Definition

This metric measures trouble duration intervals. Mean Time to Repair (MTTR) measures the average duration time from trouble receipt to trouble clearance. It includes Test-OK and Found-OK. Measured on a running clock basis, but excludes any other unlimited no access time.

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles closed due to customer action
- Troubles reported by employees in the course of performing preventative maintenance, where no customer reported a trouble.
- Independent Company Circuits

Business Rules

The resolution interval for resolution of TWTC requested maintenance and repair is the elapsed time, measured in hours and tenths of hours, from TWTC's submission of a customer trouble to ILEC regardless of the ultimate resolution of the trouble, to the time ILEC confirms trouble resolution with TWTC. The elapsed time is accumulated by service type and trouble disposition code for the reporting period. The accumulated time is divided by the count of maintenance tickets reported as resolved by ILEC (by service type and trouble type) during the period.

Calculation

Numerator

Sum of trouble clear date and time minus trouble receipt date and time for product group.

Denominator

Number of trouble reports for product group.

Report Structure

Report By:

- TWTC/LEC Specific
- ILEC Affiliate (if applicable)
- CLEC Aggregate
- ILEC Retail
- State Level

Data Retention

Relating to the CLEC Experience	Relating to Bell South Performance
• Report Month	• Report Month
• Total Tickets	• Total Tickets
• Service Type	• Service Type
• Disposition and Cause	• Disposition and Cause

SQM Disaggregation – Benchmark

SQM Level of Disaggregation	SQM Benchmark
• DS0	Not to exceed 4 hours
• DS1	Not to exceed 4 hours
• DS3	Not to exceed 4 hours
• OCIN	Not to exceed 4 hours

SA-7: Customer Trouble Report Rate-Failure Frequency (Maintenance & Repair)

Definition

This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be not in the network or a trouble condition was not found (Found OK and Test OK), per 100 circuits in service.

Exclusions

- Troubles reported on ILEC official (administrative) lines.
- Troubles closed due to customer action.
- Troubles reported by ILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- Customer Premises Equipment (CPE) troubles.
- Subsequent trouble reports while the initial trouble report is pending.
- Independent Company Circuits.

Business Rules

TWTC and ILEC repair reports are entered into and tracked via ILEC WFA (work Force administration). Repair reports are downloaded nightly into ILEC TMS (trouble management system). Reports are counted in the month they post to ILEC TMS.

Calculation

Numerator

Number of all trouble reports with found network troubles or not-found troubles.

Denominator

Number of circuits in service.

Report Structure

Report By

- TWTC ILEC Specific
- ILEC Affiliate (if applicable)
- CLEC Aggregate
- ILEC Retail
- State Level

Data Retention

Relating to the CLEC Experience	Relating to Bell South Performance
• Report Month	• Report Month
• Disposition and Cause	• Total Tickets
• Service Type	• Service Type
• Geographic Scope	• Geographic Scope

SQM Disaggregation – Benchmark

SQM Level of Disaggregation	SQM Benchmark
• DS0	Not greater than 1.0 trouble reports per 100 circuits (1%CTRR).
• DS1	Not greater than 1.0 trouble reports per 100 circuits (1%CTRR).
• DS3	Not greater than 1.0 trouble reports per 100 circuits (1%CTRR).
• OC (A)	Not greater than 1.0 trouble reports per 100 circuits (1%CTRR).

SA-8: Repeat Trouble Reports (Maintenance & Repair)

Definition

This metric measures the percent of troubles cleared that have an additional trouble reported/cleared within 30 days for which a network trouble is found. A repeat trouble report is defined as a trouble on the same circuit as a previous trouble report that occurred within the last 30 calendar days of the previous trouble. Any trouble, regardless of the original Disposition Code, that repeats will be classified as a repeat report.

The identification of a repeat report and the scoring (number of days since original report) is based on the Close Date of the original report (often referred to as the "OR") to the Close Date of the repeater.

Exclusions

- Excluded from the repeat reports are: subsequent reports (additional customer calls while the trouble is pending).
- Troubles closed due to customer action.
- Troubles reported by ILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- Customer Premises Equipment (CPE) troubles.
- Troubles reported but not found (Found OK and Test OK).
- Independent Company Circuits.

Business Rules

Includes customer trouble reports (by product type) received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an original of a repeat report, and the second report is marked as an original of a repeat report as well as being a repeat, and the third report is marked as a repeat. In this instance, there would be 2 repeat reports.

Calculation

Numerator

Number of all troubles by product type that had previous troubles closed within the last 30 days.

Denominator

Number of troubles by product type reported within the previous calendar month.

Report Structure

Report By:

- TWTC/LEC Specific
- ILEC Affiliate (if applicable)
- CLEC Aggregate
- ILEC Retail
- State Level

Data Retained

Relating to the CLEC Experience	Relating to Bell South Performance
---------------------------------	------------------------------------

• <u>Report Month</u>	• <u>Report Month</u>
• <u>Disposition and Cause</u>	• <u>Total Tickets</u>
• <u>Service Type</u>	• <u>Service Type</u>

SQM Disaggregation – Benchmark

<u>SQM Level of Disaggregation</u>	<u>SQM Benchmark</u>
• <u>DS0</u>	<u>Not to exceed 3.5% by product type</u>
• <u>DS1</u>	<u>Not to exceed 3.5% by product type</u>
• <u>DS3</u>	<u>Not to exceed 3.5% by product type</u>
• <u>OCIX</u>	<u>Not to exceed 3.5% by product type</u>

SA-9: Out of Service > 24 Hours (Maintenance & Repair)

Definition

This metric measures the percent of troubles cleared in excess of 24 hours for troubles reporting Out of Service (OOS). Measured on a running clock basis, but excludes customer validated no access. The clock begins when the OOS condition is reported by the Customer and is counted if the duration of the outage exceeds 24 hours.

Exclusions

- Troubles reported with OOS duration of less than 24 hours.
- Troubles closed due to customer action.
- Troubles reported by ILEC employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- Customer Premises Equipment (CPE) troubles when verified by the customer.
- Excluded from the OOS reports are subsequent reports (additional customer calls while the trouble is pending).
- Troubles reported but not found (Found OK and Test OK).
- TWTC equipment problems.

Business Rules

The close date and time minus the receive date and time must be greater than 0 and less than 24 hours for it to count as a trouble report that was cleared in less than 24 hours.

Calculation

Numerator

Number of circuit troubles reported each month that are not corrected within 24 hours.

Denominator

Total number of circuit troubles reported within the calendar month.

Report Structure

Report By:

- TWTC ILEC Specific
- ILEC Affiliate (if applicable)
- ILEC Aggregate
- ILEC Retail
- State Level

Data Retained

<u>Relating to the CLEC Experience</u>	<u>Relating to Bell South Performance</u>
• Report Month	• Report Month
• Disposition and Cause	• Total Tickets
<u>Relating to the CLEC Experience</u>	<u>Relating to Bell South Performance</u>
• Geographic Scope	• Geographic Scope
• Total Tickets	• Total Tickets
• Percentage of customer troubles OOS > 24 hours	• Percentage of customer troubles OOS > 24 hours

SQM Disaggregation – Benchmark

<u>SQM Level of Disaggregation</u>	<u>SQM Benchmark</u>
• PS0	1% or less of reported circuit troubles each month out of service greater than 24 hours
• PS1	1% or less of reported circuit troubles each month out of service greater than 24 hours
• PS3	1% or less of reported circuit troubles each month out of service greater than 24 hours
• OOS	1% or less of reported circuit troubles each month out of service greater than 24 hours

Appendix A Reporting Scope

Standard Service Groupings

See individual reports in the body of the SQM.

Standard Service Order Activities

These are the generic BellSouth/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.

Service Order Activity Types

- Service Migrations Without Changes
- Service Migrations With Changes
- Move and Change Activities
- Service Disconnects (Unless noted otherwise)
- New Service Installations

Pre-Ordering Query Types

- Address
- Telephone Number
- Appointment Scheduling
- Customer Service Record
- Feature Availability
- Service Inquiry

Maintenance Query Types:

TAFI - TAFI queries the systems below

- CRIS
- March
- Predictor
- LMOS
- DLR
- DLETH
- LMOSupd
- LNP
- NIW
- OSPCM
- SOCS

Report Levels

- CLEC RESH
- CLEC State
- CLEC Region
- Aggregate CLEC State
-
- Aggregate CLEC Region
- BellSouth State
- BellSouth Region